



EMPLOYEE HANDBOOK



Office Hours

Mon thru Thu: 9:00 a.m. to 4:30 p.m.

Fri: 9:00 a.m. to 4:00 p.m.

Phone: (207) 622-0470

After Hours and Texting: (207) 446-4772

Email: recruiter@tristatestaffing.com

www.tristatestaffing.com

WELCOME TO TRI-STATE STAFFING, INC.

We strive to provide quality temporary, temporary to perm, and permanent placement services to businesses. You as a Tri-State Staffing Associate are a big part of providing and building that continued success.

Tri-State Staffing, Inc. was formed and opened for business in October of 1999. We are a Maine owned employment staffing service. Tri-State Staffing and its Associates are expected to perform certain roles and functions that we feel essential in order to continue servicing the businesses within the communities that we all work and live. A strong and dedicated workforce is the backbone of any successful business. We significantly contribute to the business communities we service by assisting individuals in their search for meaningful, satisfying employment. We take pride in providing a more open, personalized, and user-friendly approach. Tri-State has earned the reputation for being the "Staffing Service that genuinely cares", We work collaboratively with companies and our employees to put "the human back into human resources". We will listen, we learn, and we are committed to providing the best opportunities possible. We have successfully built long-term, trusted relationships with some of Central Maine's premiere businesses and have built that same relationship in servicing our employees. Our success placement rate is second to none and our quality service exceeds service expectations.

OUR MISSION: We are committed to connecting employers with employees and providing opportunities for both. We are dedicated to providing the highest levels of service with honesty and integrity. Tri-State Staffing will always remember that our **employees** and **customers** are **equally important**.

YOUR ROLE AS A TRI-STATE STAFFING, INC. EMPLOYEE

Upon receiving the details in regards to an assignment tasks/job description, you are entitled to accept or refuse. If accepted, we expect you, to the best of your ability, to provide the quality, quantity and punctuality for the assignment. In order to ensure the satisfactory performance is met we perform quality control checks with on-site Supervisor(s). We also want to reiterate that if for any reason the job scope does not seem to match what was explained to you OR if the job scope changes in any way, then you need to communicate with us.

QUALITY, QUANTITY & PUNCTUALITY:

During and after your assignment we request a quality control report from the on-site Supervisors which consists of rating you in those three areas.

Punctuality and attendance is essential. If you are going to be late or cannot report to your assignment, you must call your immediate on-site supervisor first as well as Tri-State Staffing. Please provide as much notice as possible.

PAY:

Your weekly pay is based on your completed and turned-in time slip. Your immediate supervisor must sign your time slip each week. After your time slip is completely filled out and signed, return it via email, fax, or drop off at Tri-State Staffing's office, preferably Fridays but no later than 12:00 noon on Monday following the work week. An incomplete or late time slip will cause a delay in processing your paycheck. Pay day is every Friday and you can elect to have direct deposit, paper check either mailed or picked up at our office. Please notify us of any address changes that may occur to ensure prompt delivery of your check.

CALL:

Please call us. We want to hear from you whether it is to discuss how the assignment is going, how the people and the environment is or just plain telling us of your availability. Please advise us if your assignment ends or is coming to an end so we may find other work opportunities for you.

CHANGES:

Any changes to your address, telephone number, tax filing status, direct deposit info, emergency contact, etc. must be updated for accuracy of your personnel record.

WORKING HOURS:

Tri-State Staffing's pay week is Monday through Sunday. Assignment work hours may vary and overtime is considered after working 40 hours. All working hours must be authorized by the client company and compensation will not be made without said authorization.

CONDUCT:

As a Tri-State Staffing employee, you are a direct representative of our company. Your commitment to performing quality work and demonstrating professionalism amongst your supervisors, coworkers, and Tri-State Staffing is of the utmost importance, and is expected.

SOCIAL MEDIA:

It is unacceptable to use the internet for social media while on work-time or while utilizing the onsite customer's equipment unless it is part of the assignment or authorized by your onsite supervisor. Utilizing computers for personal use is considered unacceptable.

DRESS CODE:

Assignments require a certain dress code and prior to each assignment you will be advised of the proper attire. When in doubt you should always contact us.

MOTOR VEHICLE:

The only time the use of motor vehicles for business is allowed is when it is part of the job assignment. This would be determined at the time of the assignment. Remember if your job assignment changes and the use of a motor vehicle becomes part of the job then it is mandatory that you contact Tri-State Staffing before utilizing said vehicle. If using a motor vehicle as part of the assignment then it is a requirement that Tri-State has proof of a valid/current driver's license, proof of motor vehicle insurance, and background motor vehicle check performed. Individuals must wear seat belts at all times, no cell phone usage while driving, report any traffic violations or accidents to the authorities as well as the onsite supervisor and Tri-State immediately.

CONFIDENTIALITY:

Confidentiality forms are administered upon hire for any assignments that require confidentiality compliance paperwork on file.

UNEMPLOYMENT COMPENSATION:

You may be eligible for unemployment compensation if you are not on an assignment. Due to the nature of our business, we can never guarantee continuous assignments therefore in between assignments you may be eligible for unemployment.

WORKER'S COMPENSATION:

Tri-State Staffing, Inc. collaborates with our customers to maintain a safe workplace for you and fellow workers. Failure to follow safety guidelines while working for Tri-State Staffing or failure to follow any customer's job-site safety rules may result in a documented notice of unacceptable behavior and may be grounds for immediate reassignment or dismissal.

- **Reporting an injury** - As a Tri-State Staffing, Inc. employee it is your responsibility to report any work-related injuries to our office immediately. Our office will make arrangements for your medical attention. For any life-threatening emergency, go to the nearest local emergency service (911).

The following is our designated medical provider:

Workplace Health
15 Enterprise Drive
Augusta, Maine 04330

- **Return to work** – Tri-State Staffing is committed to providing light duty work to injured employees. We will make a reasonable effort to accommodate situations on a case-by-case basis.
- **Injured off the job** – Tri-State Staffing employees that are injured off the job are required to provide written medical clearance prior to being reassigned. Tri-State Staffing, Inc. reserves the right to have our medical provider determine clearance for return to work based on the physical demands of the employment assignment.

POLICIES & PROCEDURES

Policy Statement on Equal Opportunity Employment Discrimination

It is the policy of Tri-State Staffing Inc. to afford equal employment opportunities to all qualified individuals, where employment is based upon personal capabilities and qualifications without discrimination because of **race, color, religion, sex, age, national origin, disability, veteran status, sexual orientation**, or any other protected characteristics as established by law. This policy of Equal Employment Opportunity applies to all policies and procedures relating to recruitment and hiring, compensation, benefits, termination, and all other terms and conditions of employment.

Affirmative Action Statement

As part of Tri-State Staffing's EEO policy we will take affirmative action as called for by applicable laws and Executive Orders to ensure that minority group individuals, females, disabled veterans, recently separated veterans, other protect veterans, and qualified disabled persons are considered for employment and promotional opportunities.

Policy Statement on Disability Discrimination

Discrimination on the basis of disability against any applicant or employee who is a qualified individual with a disability, by a management employee or coworker is not condoned and will not be tolerated. This policy applies to the job application process and all terms and conditions of employment including but not limited to recruitment, hiring, training, assignment, promotion, compensation, layoff, reinstatement, education, and termination. All complaints of discrimination on the basis of disability will be promptly and objectively investigated. Corrective or disciplinary action up to and including termination will be instituted for behavior prohibited by this policy. Any retaliation against a person filing or participating in a discrimination charge or making a discrimination complaint is prohibited.

Discrimination on the basis of disability means:

- to limit, segregate, or classify a job applicant or employee in a way that may adversely affect opportunities or status because of the applicant's or employee's disability;
- to participate in a contract which could subject an applicant or employee with a disability to discrimination;

- to use any standards, criteria or method of administration which could have the effect of discriminating on the basis of disability;
- to deny equal jobs or benefits because of a disability;
- to fail to make reasonable accommodations for known physical or mental limitations of an otherwise qualified individual unless it can be shown that the accommodation would impose an undue hardship;
- to use selection criteria which exclude disabled persons unless the criteria are job related and consistent with business necessity; and,
- to fail to use employment tests in a manner that ensures that the test results accurately reflect the applicants or employee's skills or aptitude for a particular job.

Policy Statement on Sexual Harassment

Tri-State Staffing and its customers have in place policies against sexual harassment. Every reasonable step will be taken to prevent harassment from occurring. Sexual harassment is defined as: unwanted sexual advances, or visual, verbal or physical conduct of a sexual nature. The following definitions include forms of offensive behavior, which must be discouraged and **will not** be tolerated by Tri-State Staffing Inc.

- Unwanted sexual advances or propositions
- Offering employment benefits in exchange for sexual favors
- Tri-State Staffing and its customers have in place firm policies against sexual harassment. Every reasonable step will be taken to prevent harassment from occurring. Making or threatening reprisal (revenge) after a negative response to a sexual advance.
- Inappropriate visual conduct: leering, sexual gestures, displaying sexually suggestive objects, pictures, cartoons, or posters.
- Inappropriate verbal conduct: making or using derogatory (unfavorable) comments, insults or jokes.
- Inappropriate written conduct: suggestive or obscene letters, notes or invitations.
- Inappropriate physical conduct: touching, assaulting, obstructing or blocking movements.

Abuse of sexual nature, comments on someone's body, sexually degrading words used to describe an individual.

Safety Policy

Tri-State Staffing, Inc. collaborates with our customers to maintain a safe workplace for you and fellow workers. Your role in safety is equally important. We expect that if you have any questions or concerns with regards to your safety in the worksite then we expect you to communicate to us as well as your jobsite supervisor immediately. We all play a big part of safety in the workplace.

Some of the areas in safety that is prohibited and will be grounds for immediate dismissal would be use of drugs or alcohol on the job, repeated unsafe actions, violence, threats against others, harassment and other unprofessional actions.

Other safety issues and proper procedures and training will be reviewed on a case by case basis, i.e. proper tools, MSDS, PPE, Proper Lifting Techniques, Pallet Jack, Forklift, Blood Borne Pathogens, Slips, Trips, Falls, Fire, First Aid, VDT. etc. etc. Remember to always report any unsafe or faulty equipment and conditions immediately!

At Will Employment

Tri-State Staffing, Inc and their employees have the right to terminate employment at any time.

Policy Implementation for the above policies

Tri-State Staffing is responsible for ensuring that the above policies and procedures are adhered to by: 1) ensuring that all employees under Tri-State Staffing direction are informed of these policies; 2) ensuring that any instances or allegations of any instances are immediately reported to the Tri-State Staffing coordinator.

Signatures Pertaining to Policies

You will be instructed to read, review and have the ability to ask questions regarding any of these policies and procedures either online or in person. You will be required to sign in person or electronically your understanding of the policies and procedures and the signed acknowledgement will be retained in your personnel file.

Welcome aboard and once again remember don't hesitate to contact our office with any questions.... the key to success is

